

Case Study # 1.10

Issue: Residential Installations

Background:

- Before installing a satellite dish over 24 inches in diameter, tool shed, aluminum carport, gazebo, deck over 18 inches in height, patio, or constructing any addition on your property, a permit must be obtained from the Miami-Dade County Building Department
- Failure to obtain a permit may result in a \$200 fine and double the cost of the permit
- Property owners must remove the violation or obtain a permit within 30 days
- Extensions may be given, on a case-by-case basis, to correct the violation(s) if requested prior to the expiration of the 30-day period. Extension requests must be made in writing to the issuer of the warning notice or citation.

How Miami-Dade County enforces the Code:

- A warning notice is issued to the property owner advising him/her to obtain a permit or remove the structure within 30 days
- A \$500 civil ticket is issued to the property owner if compliance is not met
- A lien may be placed on the property if the ticket is not paid and/or compliance is not met
- Ultimately, failure to receive an approval for the improvement may result in the demolition of the structure at the expense of the owner

Instructions: Ask for 2 volunteers to be a Building Department Supervisor and a Team Metro Supervisor.

Time: 15 minutes

Players: Building Department Supervisor – Mr. Ivan Kaching
Team Metro Supervisor – Ms. Emma Cute

Scenario: A complaint was received by a neighbor, Ms. Heidi Hoe, regarding the installation of a 6 foot satellite dish on April 1st by Mr. Tim Buktu. Team Metro's Supervisor Ms. Emma Cute informed the Building Department's Mr. Sears Tower on April 5th of the violation. On April 14th, Ms. Heidi Hoe called Team Metro to get a status of her complaint. Team Metro gave Ms. Heidi Hoe a phone number to contact the Building Department. The Building Department has no record of such complaint. Ms. Heidi Hoe contacted Team Metro again to find out what was going on. Team Metro put Ms. Heidi Hoe on hold while contacting the Building Department. Ms. Emma Cute, Supervisor of Team Metro, has contacted Mr. Kaching of the Building Department and gave him the low-down of the situation. Mr. Kaching can't contact Mr. Sears Tower because he had gotten into a major auto accident on April 6th and is in a coma. So there is no way to prove that the Building Department has any record of complaint regarding this specific situation.

Have two volunteers play Ms. Cutie and Mr. Kaching and provide a win-win scenario. Mr. Kaching what would you do?